Appendix – Questions Guiding Post-Intervention In-Depth Interview

The research assistant used the following questions to guide the semi-structured interview.

1. What was your prior experience using a computer? Do you do this by yourself, or with help?
2. What was your prior experience using My Health*e*Vet (MHV)
3. What was your prior experience using Secure Messaging (SM)?
4. Please describe your experience using SM (either before the pilot or during)?
5. Did you feel that you had the skills necessary to use SM comfortably?
6. How were you alerted that a SM from our research team was waiting for you to check?
   [If need prompt] By email? By phone? By spouse/partner? By physician/nurse?
7. We're interested in learning about your experience reviewing your medicines using our Secure Messaging tool. This is important so we can make the process better for all Veterans. Please tell me about this process of reviewing your medications by SM.
   [If needs prompt] Was our Secure Messaging tool easy or difficult to use? What challenges did you have in returning the SM (related to their health/not feeling well/memory, difficulty of computer access, difficulty of using the SM system etc.) Difficulty with seeing the text, too time consuming
8. What suggestions do you have to make the Secure Messaging tool more user-friendly?
   [differentiate these suggestions from suggestions to improve the SM service in general]
9. Tell me about some of the challenges you faced in using the Secure Messaging tool.
   [If needs prompt] What was confusing or complicated about it? Was it difficult or easy to cut/paste the message?
10. When you saw your primary care doctor after you got out of the hospital, did he/she discuss your medications with you? Did he/she mention the Secure Messaging tool?
11. Tell me about what it was like comparing the medicines you take at home to the medication worksheet on the computer/SM.
    [if needs prompt] Was it overwhelming? Helpful? Did it help to answer questions or help with any confusion you had surrounding your medications?
12. Would you choose to use this method of medication review in the future, if you had the choice?
13. What is your preferred method of communicating a medication question or problem? Go in person, phone, SM, call center?
14. What was the best part of the SM process during this study?
15. What was the most challenging part of the SM process during this study?
16. Do you have any other comments about the pilot study or secure messaging that you would like to share with us?